

CALFRESH (CF) PROGRAM

REQUEST FOR POLICY/REGULATION INTERPRETATION

INSTRUCTIONS: Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. If additional space is needed, please use the second page. Be sure to identify the additional discussion with the appropriate number and heading. Retain a copy of the CF 24 for your records.

- Questions from counties, including county Quality Control, must be submitted by the county CalFresh Coordinator and may be submitted directly to the CalFresh Policy analyst assigned responsibility for the county, with a copy directed to the appropriate CalFresh Policy unit manager.
- Questions from Administrative Law Judges may be submitted directly to the CalFresh Policy analyst assigned responsibility to the county where the hearing took place, with a copy of the form directed to the appropriate CalFresh Bureau unit manager.

1. RESPONSE NEEDED DUE TO: <input checked="" type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST: 9/11/2015	NEED RESPONSE BY: ASAP
2. REQUESTOR NAME: JENNIFER MARTINEZ	6. COUNTY/ORGANIZATION: YOLO	
3. PHONE NO.: 530-661-2660	7. SUBJECT: Incomplete SAR 7/CWD Permitted to Call Client	
4. REGULATION CITE(S): ACL 12-25, 12-25E	8. REFERENCES: (Include ACL/ACIN, court cases, etc. in references) NOTE: All requests must have a regulation cite(s) and/or a reference(s).	

9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):

When a household completes a Semi-Annual Report (SAR 7) and does not answer a question on the report, can the county CALL the household to verbally request that information and document that contact in the case file (case comments) to make a complete report?

Scenario:

A client submits a SAR 7 and does not answer question 10, which is required for CalFresh, the question states "Will there be any changes to your income from employment in the next 6 months (including income listed in #9)?" The eligibility worker calls the client on the phone and asks the question. The client states that no, they do not expect any changes in the next 6 months. The eligibility worker then documents this in the case file. Does this constitute a complete report?

10. REQUESTOR'S PROPOSED ANSWER:

The eligibility worker may not contact the customer to complete the report on their behalf. According to ACL 12-25 "the SAR 7 shall be considered complete if....2. All questions and items are fully answered"

11. STATE POLICY RESPONSE (CFPB USE ONLY):

9/2015 Original Response: The state concurs with the requester's proposed answer.

7/2016 Updated State Policy Response: The CWD is permitted to contact the client via telephone to confirm or obtain missing information on an eligibility report (e.g. Application, SAR 7, and/or Recertification). The CWD is reminded that it may not alter the original report in any way after the missing information is obtained. Clearly and completely document the call in the case record and the report will be considered complete providing that all information and necessary verifications have been received and are sufficient enough to make an eligibility determination.

Based on the scenario above, the report would be considered complete.

FOR CDSS USE

DATE RECEIVED: 9/15/15	DATE RESPONDED TO COUNTY/ALJ: 9/17/15 and 7/2016 TJ
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